



Teacher's Quick Start Reference Guide

This guide contains information and instructions for the most common areas of functionality used by class facilitators.

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January 2011

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Logging in

In order to log in to itslearning, you must have a user name and password which is provided to you by your educational institution. It is important to note that your password must not be given to others.

The Login Page

The login page is located at a specific web address assigned to your organization such as <https://organization.itslearning.com>. Check with your administrator if you do not know the address of your site. If the page is displayed in a foreign language you can select a new language from the drop-down list in the top right corner. Notice the https:// may be required and using http:// without an 's' may not be the correct address, also there are no www's in the address.

The login box where you enter your user name and password is located in the light blue-colored box in the top left corner. In addition to the login box in the top left corner, this page has several different boxes. These boxes may differ from site to site, as site administrators decide which boxes should appear on the login page of a site.

Login page item	Description
itslearning resources	The area below the login box contains information from itslearning and may change from time to time.
News/RSS	The news section contains news from the site. You can subscribe to these news in an RSS feed.
Course catalog	This is a list of available courses you can enroll to. See "Course Catalog" later in this manual.
Links	These are links added by the site administrator.
ePortfolios (random)	Random ePortfolios from the site are shown. The full list can be accessed by clicking the browse button.

In order to log in to itslearning you must have a username and password which is provided to you by your educational institution.

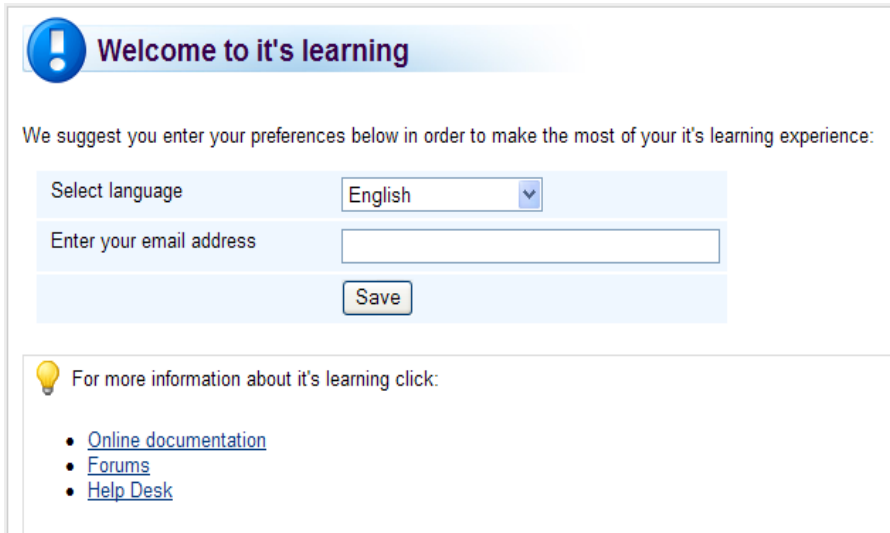
1. Go to your itslearning site or <https://www.itslearning.com/> and select the site you belong to from the drop-down list.
2. Enter your username and password.
3. Click **Log in**.

First time login

The first time you log in, you are forwarded to a page that only displays the first time you log in.

You are asked to select your preferred language from a drop-down list and to enter your e-mail address. The language you choose becomes the default language the site displays in when you log in. These preferences can be changed later in the **My settings** tab. Click **Save** to proceed to the main page.

In the tip box below the language and e-mail address preferences are links to important information about itslearning, such as the help desk, tutorials and online documentation. The information in this box can change from time to time. It is recommended that you get to know the links in the tip box before you proceed.



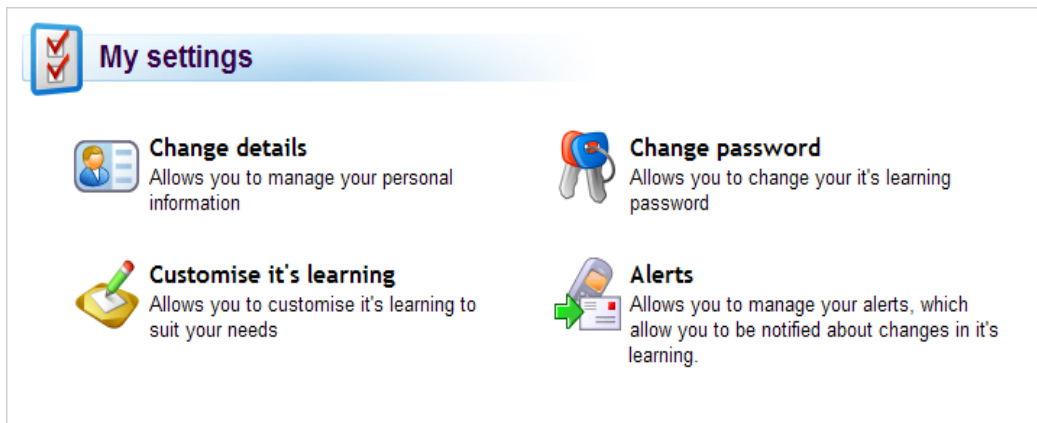
Forgotten Password

If you have forgotten your password itslearning can supply you with a new one.

1. Navigate to your site login page and click the **Forgotten password?** link below the username and password entry boxes.
2. Enter the e-mail address you have registered in itslearning. (If you do not have an address already on record you will need to contact your system administrator for further assistance.)
3. Click **Send request**. If the information you entered was correct and your email provider does not mistakenly block the message as spam you will receive a new password from itslearning shortly.

My settings

My settings has its own tab in the main menu. Under this tab, you can manage personal settings such as your personal address, your personal itslearning appearance, language, password and alerts.



Change details

In change details, you can add and edit the following information:

Warning: The information from **Change details** is public information that appears on your contact card and when your name is clicked in the **Who is online?** list. Be careful about the information you add here, especially contact information. In change details, the first field **Who can access your personal information?** is important. If this is set to **My projects** and courses you may want to add more detailed personal information compared to if you set it to **Everybody**. See this subject for more information about what not to publish on the Internet:

Field	Description
Who can access your personal information?	This setting is set by the system administrator and cannot be changed by a user.
E-mail address	Enter your e-mail address. It is important to have a valid e-mail address in this field so that you can receive, for example, new itslearning passwords.
Homepage	Enter your personal homepage in this field. Use the preview button to check if the link works.
Nickname	Enter a nickname.
Picture file	Click Upload file to upload a personal picture. Note: The picture appears in your contact card, when someone click your name in the Who's online? list, or in conferences. You should resize the picture before uploading it. 250 x 200 pixels or smaller is suitable.
Phone	Enter your phone number. Make sure that you include your international prefix. You find your country's dialing code in the following list. Country codes for supported itslearning countries: United States: +1 United Kingdom: +44 Norway: +47 Denmark: +45 Sweden: +46 The Netherlands: +31 Spain: +34 Germany: +49
Cellular phone	Enter your mobile phone number.
Date of birth	Enter your date of birth.
Address	Enter your address.
Postal code	Enter your postal code.
Description	Enter a personal description, for example, hobbies or interests.

Customize itslearning

Regional and language options	
Select language	Select the language you want to use in itslearning. Currently you can select from English (US), English (UK), Norwegian (Bokmål), Norwegian (nynorsk), Danish, Swedish, Dutch, German, and Spanish.
Standards and formats	Select the standards and formats you want to use. The standards and formats are, for example, date formats. This means that you can use English (US) as a language in itslearning, but use, for example, Dutch date formats.
Time format	Select your preferred time format, either 12 hour or 24 hour clock.
Time zone	To select your time zone, select your nearest region and then your nearest city.

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Preferences	
Select presentation of the tree in courses and projects	Select whether to use the simplified or entire navigation tree in courses and projects.
Select text editor	Choose which text editor to use. You can choose from these editors: <ul style="list-style-type: none"> ▪ Simple editor: This is a plain text editor, the simplest of the three itslearning editors. It has no editing options. ▪ Rich-text editor: This is the newest and recommended editor. It requires no plugins in the browse. The Rich-text editor is compatible with most Internet browsers which include: IE 5.5 or higher (Windows), Firefox 1.0 or higher, Mozilla 1.3 or higher and Netscape 7 or higher. Note: This editor does not work well in Safari (Macintosh).
Open documents in a new window	Check this box if you want the documents you download to open in a new window (not inside the work area).
Editor warning when exiting page	Check here if you want a pop-up warning to appear when you leave the editor to help prevent you from losing work by accidentally exiting the editor.

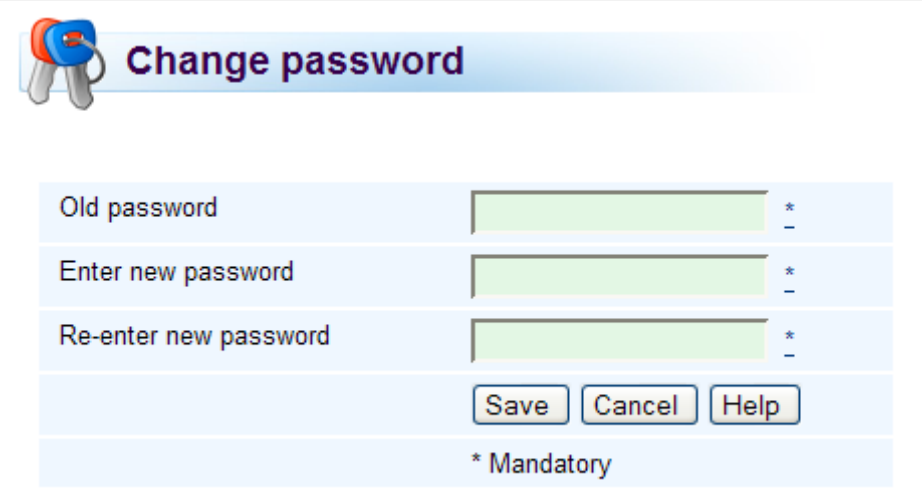
Accessibility	
Accessibility	When Accessibility is enabled, itslearning goes into accessibility mode. As a result, the following settings are turned on: simplified tree structure, simple editor and scroll bars for all frames. The accessibility mode ensures that itslearning is accessible to people with special needs, such as the visually impaired.

Change password

This page allows you to change your itslearning password. If you do not have this option your system administrator has removed it.

1. Click the **My settings** tab.
2. Click **Change password**.
3. Enter your current password in the **Old password** field.
4. Enter a new password in the second and again in the third field.
5. Click **Save**. The next time you log in, you must use the new password.

Note: All fields are mandatory.



Change password

Old password *

Enter new password *


Re-enter new password *

* Mandatory

Alerts

Here you can select which items you would like an alert sent to your email. **Note:** SMS (cell phone text messages) and "My subscriptions" alerts are not available in the US.

- New assignments alerts will be sent whenever a new assignment is added to any course you belong to. Teachers should note that these alerts are generated for students as soon as an assignment becomes available to them.
- News and Bulletin Alerts are generated whenever a new



Alerts

Available alerts:

SMS*

E-mail E-mail alerts are activated for : heather.hutchens@itslearning.com [Deactivate](#)

Your alerts:	E-mail	SMS
New assignments	<input checked="" type="checkbox"/>	<input type="checkbox"/>
News (Main page) and bulletin boards (courses and projects)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
My subscriptions (Main page)	<input type="checkbox"/>	<input type="checkbox"/>

* Your network operator may charge you for this service.

Dashboards

The dashboard in itslearning is the main page a user sees when they log into the system. Courses have a dashboard as well. The dashboards support drag & drop, useful if you want to rearrange the various content blocks on a dashboard. Note that teachers manage the course dashboard and only administrators typically customize the school dashboards.



History

View as: **Teacher** [Add content block](#) [Change layout](#)

Plans

[Napoleon Bonaparte - Early life and career](#) Show: **All**



Born in Corsica and trained as an artillery officer in mainland France, Bonaparte rose to prominence under the First French Republic and led successful campaigns against the First and Second Coalitions arrayed against France. In 1799, he staged a coup d'état and installed himself as First Consul; five years later he crowned himself Emperor of the French. In the first decade of the nineteenth century, he turned the armies of the French Empire against every major European power and dominated continental Europe through a series of military victories. He maintained France's sphere of influence by the formation of extensive alliances and the appointment of friends and family members to rule other European countries as French client states.

Class hours
8

Resources
[Lecture notes](#)

Files

- [Digital resources](#)
- [Images](#)
- [Lecture notes](#)

Favourites

- [History](#)
- [Napoleon Bonaparte](#)

it's learning's blog

- [it's learning is expanding and upgrading our infrastructure \(31st of July\)](#)
- [Work in progress with the ideas](#)
- [Software update 18 June 2009](#)
- [Create your own it's learning tools!](#)
- [2009 Roadmap - Plans for the future](#)
- [Submit your ideas to it's learning!](#)
- [Software update 7 May 2009](#)

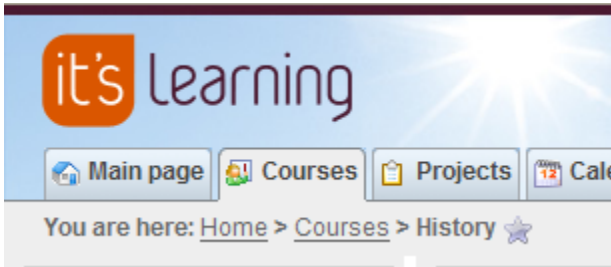
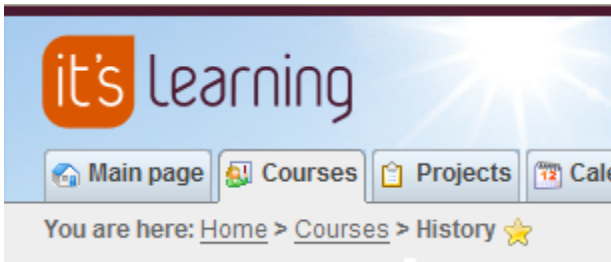
There are three types of dashboards: school (for the whole school or organization), course, and personal ('My dashboard').

School dashboards

The shared – or main – dashboard is found on the main landing page, usually the first page you are presented with when you log in to itslearning.

Course dashboards

The course dashboards are located on the course landing pages – usually the first page you see when entering a course. Here are some of the content blocks you will find or can add to the course dashboard.

Heading	Description
Bulletin board	The bulletin board allows the teacher to add news related to the course. If you want to delete or edit the bulletin later, click the bulletin and use the Edit bulletin and Delete bulletin links to edit and delete.
Favorites	<p>Any favorites you have added are listed here. When you mark a course as a favorite it is also displayed on the main page under the Courses heading.</p> <p>You add elements and courses as favorites by clicking the grey star in the You are here breadcrumbs (path). When the element is a favorite the star is yellow. Click the star again to remove it from your favorites. The star then turns grey.</p>  
Activities to and including	Here you can see an overview of the activities in the course from the current date and one week ahead.
Tasks	Your active tasks are listed here. This can for example be surveys, assignments and similar that you haven't submitted.
Planner	Allows you to add and manage lesson plans with the lesson planner.
New and edited elements	Here you can see an overview of any new or edited elements since your last visit to the course.

My dashboard

All users get a customizable personal dashboard called *My dashboard*. The personal dashboards, managed by the individual users, allow the following content blocks to be added: files, images, links, rich content, and RSS information. 'My dashboard' provides both learners and teachers with a place where they can organize their learning and teaching with the available content blocks. The link to this dashboard is found on the main dashboard.

Content blocks

The dashboards and pages have two interesting new features: the possibility of changing the layout and of adding content blocks. We also support drag & drop, allowing you to rearrange the content blocks on the dashboard. The main page in courses is also changed to the new dashboard.

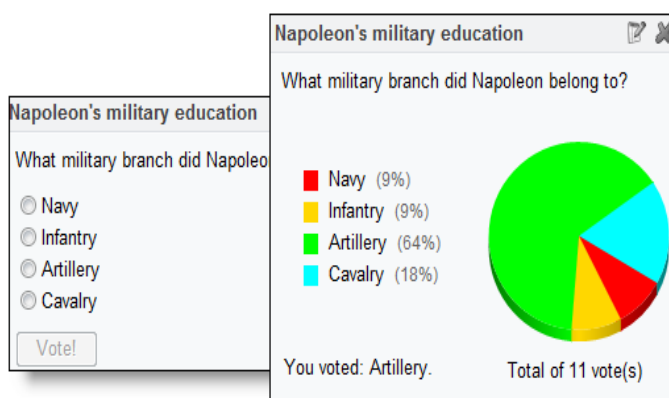
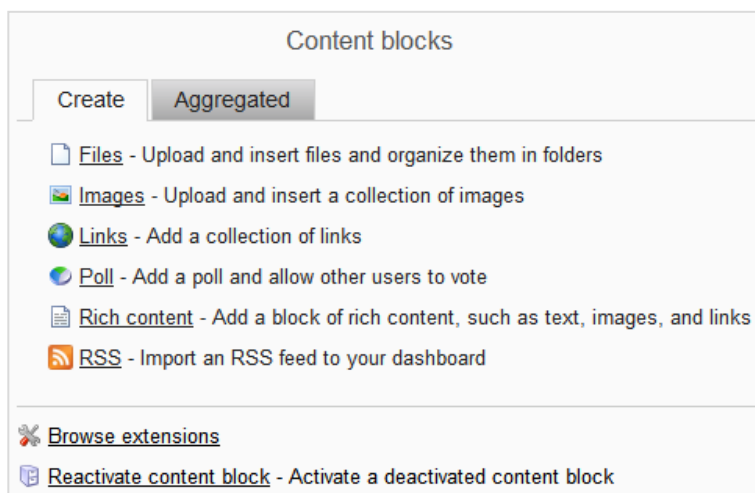
What is a content block?

A content block is a piece of content used in dashboards and the page tool – for example, news, RSS feeds, and polls. You can drag the blocks and place them where you prefer on the page, and you can cut and paste them to other pages.

Types of content blocks

Available on shared dashboards, course dashboards, 'My dashboard', and pages:

- **Files:** Upload files from your computer and link to them from the dashboard. You can organise the files in folders, and they appear with clickable folders and links in the content block.
- **Images:** Upload images from your computer, and insert them into the dashboard. The images are automatically resized.
- **Links:** Add a list of links to your dashboard for easy access by your users. Remember that you can link to content in "My web files", as well as Internet links.
- **Rich content:** Add content blocks with text, images, links, and other rich content. This block has many of the same features as the note learning tool.
- **RSS:** Import your favourite RSS feeds into your dashboard. This allows you to subscribe to blogs, news media, and similar feeds, and to receive automatic updates when one of the RSS feeds is updated.
- **Poll:** Available on shared dashboards, course dashboards, and pages. Add a simple poll and allow other users to vote. The poll consists of a question and up to 10 alternative responses. You can choose to display the results to all users at any time, show them only after the user has cast a vote, or show the results to editors only. You can also decide to show the number of votes and allow users to change their vote.



Some additional content blocks that can be enabled by default on shared dashboards if the features are enabled for your school:

- **Activities:** List the tasks from your calendar.
- **Courses:** List your favorite courses.
- **Projects:** List your favorite projects.
- **News:** Show the latest news messages from courses and hierarchies.
- **Unread messages:** Display a list of unread messages from your internal-messages inbox.
- **E-mail:** Show a list of the unread e-mail messages from your Google e-mail account.

Enabled by default on course dashboards if the features are enabled for your course:

- **News**
- **Task list**
- **Favorites**
- **Activities to and including**
- **New and edited elements**

To prevent pages and dashboards from being overfilled with content blocks, you are limited to having 20 active content blocks. When you click the X to remove a content block, it is simply deactivated, and it can be reactivated at any time. To reactivate it, click **Add content block >> Reactivate content block**.

Adding a bulletin or news

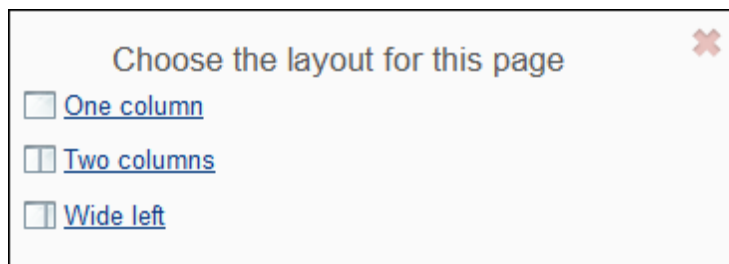
1. Click **Add bulletin**.
2. Enter a title.
3. **Publishing:** From the drop-down list, select whether you want to publish the bulletin now or at a specific time. If you select "At a specific time" the bulletin is published automatically at this specific date and time.
4. **Removing:** From the drop-down list, select whether you want to remove the bulletin now or at a specific time. If you select "At a specific time" the bulletin is removed automatically at this specific date and time.
5. Enter the bulletin text in the text field.
6. Click **Save**.

Tip: If you want to delete or edit the bulletin later, click the bulletin and use the **Edit bulletin** and **Delete bulletin** links to edit and delete.

Changing layout

To change the layout, click **Change layout**, in the upper right corner of the page. There are three available layouts:

- **One column:** All content blocks are displayed under each other on the main page. This set-up is suitable for small screens or screens with low resolution.
- **Two columns:** The content is displayed in two columns of equal width. This is the standard set-up.
- **Wide left:** A wide column is displayed to the left, and a narrow column to the right. This set-up can be used when you have, for example, long lists of link collections, RSS feeds, 'Favorites' items, or other blocks that require little space. Such content can be placed in the narrow column to the right, freeing more space in the main column.




Courses

A course in itslearning is a workspace designed to serve learning to participants and deals with a specific subject. Examples of such subjects are mathematics, biology or history. When a new course is added, it is empty. It is up to teachers and designers to fill the courses with content, either themselves or by importing a content package filled with learning content.

- You can add files, folders, links, lessons, discussions, conferences, surveys and more to the courses.
- Within a course you can create interactive assignments and tests which are submitted via itslearning
- If your school has chosen to license the built in plagiarism control assignment submissions can automatically be checked for plagiarism. Plagiarism control is not currently available for other course elements.
- It is possible to attach learning objectives to all the different assignments and tests, which makes it easier for both teachers and learners to follow the progression connected to the curriculum.
- Learners can have working portfolios and assessment portfolios in each class based the instructors preference. The assessment portfolios, which are the learners' collection of their best work, can be made available to the general public on the Internet. The learners themselves can set the access permissions.
- Teachers can keep attendance, track behavior and assess the learners in a course. It is possible to choose from several available assessment scales or to add your own within a class or a system administrator can enter a scale as an option for all teachers.

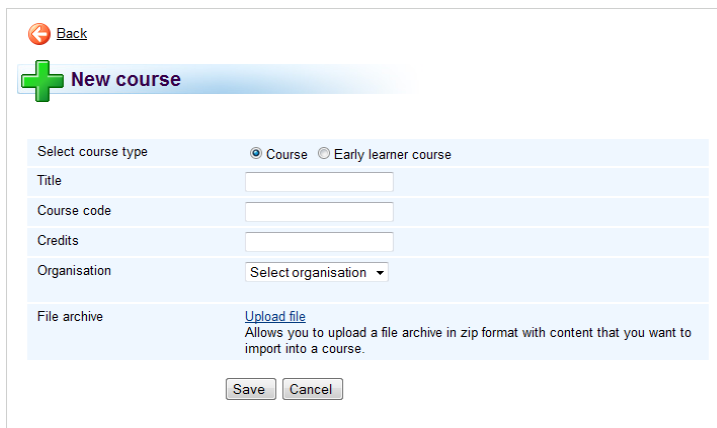
Adding a course

If you have permission to add courses you will see  [Add course](#) located both on the school dashboard if there is a courses block and under the **Courses** tab. If you do not have permission enabled the green plus will simply not appear and you will need to contact your administrator to enable this feature. By Default only Teachers and Administrators can add courses.

To add a course:

1. Click the **Courses** tab → **Add course**.
2. If the early learner interface is enabled on the site, select course type.
3. Enter the course title. You can also optionally enter a course code and credits.
4. Select the school, organization or group hierarchy to which you want to add the course.
5. Click **Save** to add the course.

Note: Teachers can have a mix of Early learner courses and standard courses on their roster.



The 'New course' form includes a 'Back' link, a green plus icon, and a 'New course' title. It features a 'Select course type' section with radio buttons for 'Course' (selected) and 'Early learner course'. Below this are input fields for 'Title', 'Course code', and 'Credits'. An 'Organisation' dropdown menu is set to 'Select organisation'. A 'File archive' section contains an 'Upload file' link and a description: 'Allows you to upload a file archive in zip format with content that you want to import into a course.' At the bottom are 'Save' and 'Cancel' buttons.

Editing Course Properties – Title, Code, Credits, Functions etc.

If you would like to make changes to your course after it has been created click **Course Settings** → **Properties**.

Course Navigation

The course main page is the default first page you see when you visit a course. It has a left panel with course management features on top and a navigation tree below. As a default there is dashboard in the content area of the screen. For information about customizing the course dashboard area see the Dashboard topic previously detailed in this guide.

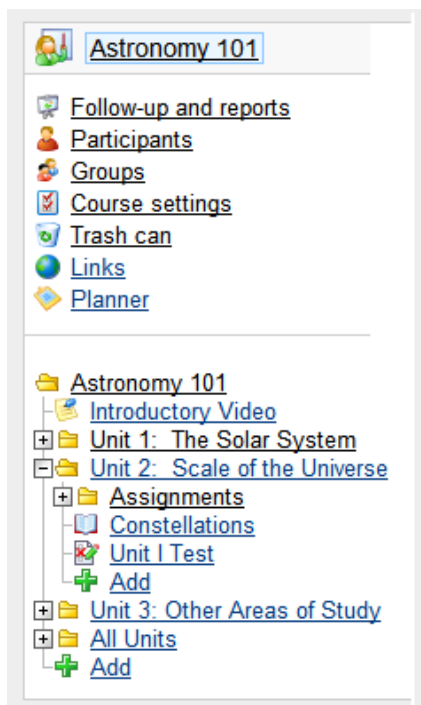


The screenshot shows the 'Astronomy 101' course page. The top navigation bar includes 'it's Learning', user 'Heather Hutchens', and links for 'Internet Public Library', 'Help/About', and 'Sign out'. A 'Shortcuts' dropdown is also present. Below the navigation bar is a breadcrumb trail: 'You are here: Home > Astronomy 101'. The left sidebar contains a 'Course settings' menu with links like 'Follow-up and reports', 'Participants', 'Groups', 'Course settings', 'Trash can', 'Links', and 'Planner'. Below this is a 'Navigation tree' for 'Astronomy 101' with sub-items like 'Introductory Video', 'Unit 1: The Solar System', 'Unit 2: Scale of the Universe', 'Unit 3: Other Areas of Study', 'All Units', 'count assignment', and 'Add'. The main content area is titled 'Astronomy 101' and shows 'View as: Administrator'. It includes an 'About Astronomy 101' section with a description and a video player. A 'Bulletins' section on the right shows 'Week 2 Instructions' and a 'Welcome Message' video. At the bottom, a 'New and edited elements' section is visible.

Left panel

The upper part of left panel contains the standard course management features. This list will vary with the items that are enabled for a specific site and course.

The lower part of the left side of the screen is the course navigation tree and contains the elements you add into the course. The folder structure updates once you add a new item. Each element in the navigation tree is a link that is displayed in the work area when you click it.

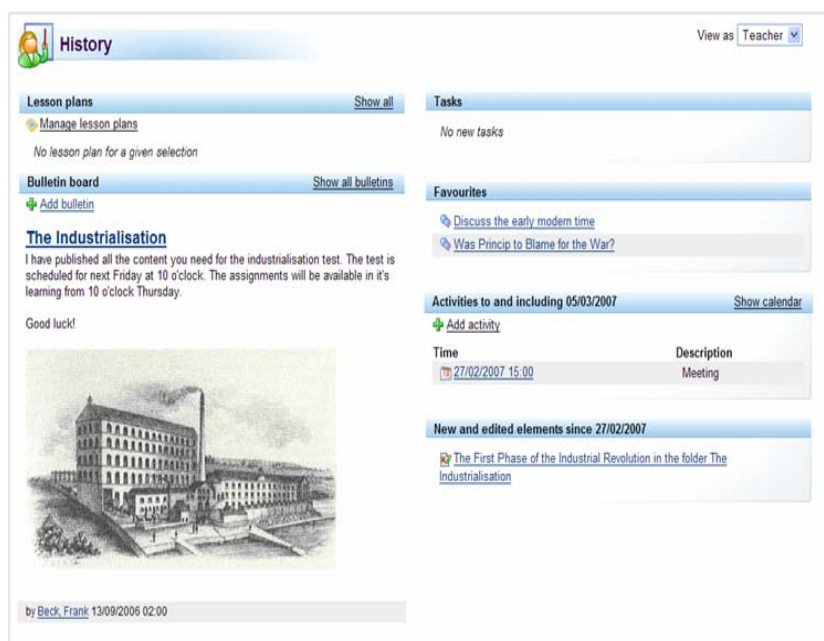


Course features	Description
Follow-up and reports	Allows you to manage the grade book, attendance, behavior, assessment and working portfolios and see a status reports for students and elements in the course.
Participants	Allows you to add and remove participants, synchronize the course with the hierarchy and see a card list of all the course participants.
Groups	Allows you to add and manage groups, add group participants, create subgroups and send messages to groups.
Course settings	Allows you to manage the course settings. Here you can decide what elements to include in the course, manage lesson plans, learning objectives, assessment settings, course properties, course files, and community.
Trashcan	Allows you to search for, restore or delete permanently elements you have deleted.
Links	Allows you to add and manage links and create link categories.

The content area

The content area page defaults to the course dashboard where teachers can provide an overview of news and changes in the course as well as post common resources. For information about customizing the course dashboard area see the Dashboard topic previously detailed in this guide. The content area is surrounded by the navigation tree to the left and the main menu above.


The content area page will load course elements such as tests and assignments when they are clicked on from the left panel navigation.




Archiving and unarchiving a course

Once a course has finished you may want not to delete it but move it to an inactive status so it doesn't get in the way of your active courses. You can preserve a course in this way by archiving it.

To archive a course


1. Enter the course you want to archive. You can find it by clicking on the **Courses** tab and selecting **All** or **Active** from the show list on the top left side of the page.
2. Click **Course settings**.
3. Click **Properties**.
4. Click  **Save in archive**
5. Confirm by clicking the **ok** button.

To unarchive a course

1. Enter the course you want to unarchive. You can find it by clicking on the **Courses** tab and selecting **All** or **Archived** from the show list on the topleft sid of the page.
2. Click **Course settings**.
3. Click **Properties**.
4. Click  **Retrieve from archive**
5. Confirm by clicking the **ok** button.

Deleting a course

Once you delete a course all of the course elements, content and submissions are temporarily moved to and administration **Trash can** . Only an Administrator can restore a deleted course from the administration area **Trash can**.

1. Enter the course you want to delete.
2. Click **Course settings** on the left panel.
3. Click **Properties**.
4. Click  **Delete course**.
5. Confirm by clicking the **Delete** button

Participants

Participants are people with a role in the course. In itslearning there are several default roles: guests, learners, teachers and administrators, all of which can be enrolled in a course. In fact, anyone can be enrolled as a teacher and teachers can be enrolled as students. There are several ways to enroll participants into a course. They can be manually added, or added by hierarchy synchronization or the API used by system integrations. Both methods require that the participants are registered in itslearning by an administrator or API/integrations. The learners can register and join a course themselves if the course has opened for this option.

Hierarchy synchronization or manually add participants?

Both hierarchy synchronization and manually adding have advantages and disadvantages. When you use the hierarchy synchronization you take all the users from the hierarchy you select and add them into your course.

- If a participant is added manually it overrides the hierarchy synchronization.
- The teacher is more in control when adding participants manually.
- If using hierarchy synchronization, the hierarchy groups must be updated.
- When using hierarchy synchronization, there is less manual work for the teacher.

Manually Adding Participants

1. Enter a course.
2. Click **Participants** in the navigation tree.
3. Click **Add participants**.
4. Enter the first name, last name or both of the participant(s) you want to add.
5. Select a course from the drop-down list
6. Select a hierarchy from the drop-down list
7. Select the role of the participant you seek by checking the boxes (system administrator, administrator, employee, student or guest).
8. Click **Search**.
9. Check the box in front of the user you want to add.
10. Select the role you want to assign to the participant from the drop-down list.
11. Click **Add** to enroll the user in the course.

Adding a group of participants

1. Enter a course
2. Click **Participants** in the navigation tree.
3. Click **Add participants**.
4. Leave the "First name" and "Last name" fields open.
5. Select the course the participants belong to from the drop-down list, or click **Find course** to search for it.
6. Select the hierarchy the participant belongs to from the drop-down list. **Note:** You must select at least a course or a hierarchy. You can also click **Find hierarchy**, and either browse or search for the hierarchy in the pop-up window. Click **Choose** when you have found the hierarchy.
7. Select the roles of the participants you seek by checking the boxes (system administrator, administrator, employee, student or guest).
8. Click **Search**.
9. Check the boxes in front of the users you want to add.
10. Select the roles you want to assign to the participants from the drop-down list.
11. Click **Add** to enroll the users to the course.

Search for hierarchy	
Title	
Chesterson	Choose
Admin	Choose

Deleting participants

1. Enter a course.
2. Click **Participants** in the navigation tree.
3. Click **Remove participants**.
4. Check the boxes in front of the participants you want to delete. Note that you cannot remove participants added by hierarchy synchronization here. See **Deleting participants added from hierarchies** below.
5. Click **Remove**.
6. Click **OK** in the pop-up box if you are sure you want to delete the participant(s). Otherwise, click **Cancel**. **Note:** if a participant does not have the delete option they have been added to the course via a hierarchy synchronization. In this case an Administrator will need to remove the user from the synced hierarchy which will result in their removal from the course as well.

Adding participants using hierarchy synchronization

1. Enter a course.
2. Click **Participants** in the navigation tree.
3. Click the tab **Hierarchy synchronization**.
4. Click **Find hierarchy**.
5. In the pop-up window you have two options: "Browse" or "Search".
6. If you see the hierarchy you want to add to the course, click **Choose**. You can also search for it by using the **Search** tab. Enter the name of the hierarchy and click **Search**. When you find it, click **Choose**.
7. Click **Save**. All the participants in the hierarchy are now added to the course.


Search for hierarchy	
Title	
Chesterson	Choose
Admin	Choose

Deleting hierarchy synchronization from a course

1. Enter a course.
2. Click **Participants** in the navigation tree.
3. Click the tab **Hierarchy synchronization**.
4. Select the hierarchy you want to delete.
5. Click **Remove hierarchy** to delete the participants that belong to the selected hierarchy from the course. **Note:** All participants are removed.


Course Elements

Course elements are the tools used to build content in courses and projects in itslearning. The course elements range from assignment and test tools; content tools such as folders, files and notes; communication and communication tools such as discussion and conference; and import tools that allow you to import content packages and content from the library.

Course elements are added by clicking  [Add](#) below the folder to which you want to add content. Below is a screen shot of the add element overview:

Adding content to a course

You can choose from a wide variety of course elements to create when adding content to courses.

1. Click the **Courses** tab.
2. Enter the course you want to add content to.
3. Click  [Add](#) An overview of all the course elements appears in the content area.
4. Click one of the course elements to add it. Each element has it's own settings and configuration. See the individual instructions for specific course elements that follows in this section for more information.

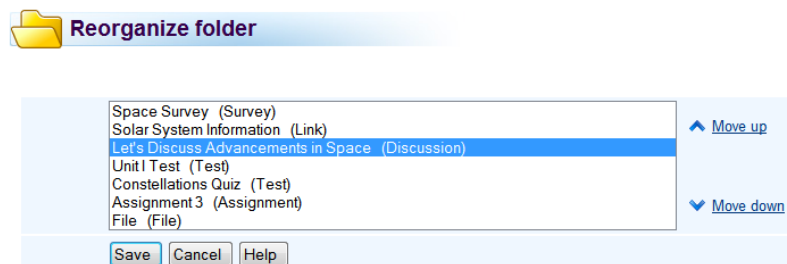
Folders

Folders are used to organize the content. You are allowed to add as many sub-folders as you want in a folder. In these folders, you can add all the other course elements.


Reorganizing a folder

This function allows you to move the elements in the folder up or down.


1. Enter a course or project.
2. Click the folder you want to reorganize.
3. Click **Reorganize folder** in the work area.
4. Click the element you want to move and move it by clicking **Move up** or **Move down**.





Adding a folder

1. Enter a course or project.
2. Click  [Add](#) in the navigation tree.
3. Click **Add folder** in the work area.
4. Fill in the following fields:
 - **Title:** Enter a folder title.
 - **Description:** Enter a description (optional).
 - **Active:** Set the activation status.
5. Click **Save**.


Editing a folder

1. Enter a course or project.
2. Click the folder you want to edit.
3. Click  [Edit](#) in the work area.
4. Edit the folder.
5. Click **Save**.
5. Click **Save**.


Adding elements to a folder

1. Enter a course or project.
2. Click on the folder you want to add an element to.
An  [Add](#) appears under the folder.
3. Click  [Add](#)
4. Click on a learning tool in the work area.
5. Fill in the required fields.
6. Click **Save**.

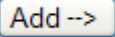
Deleting a folder

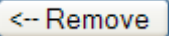
1. Enter a course or project.
2. Click the folder you want to delete.
3. Click  [Delete](#) in the work area.
4. Confirm by clicking **Delete** again.

Managing folder permissions

1. Enter a course or project.
2. Click the folder for which you want to adjust permissions.
3. Click  [Permissions](#) in the work. Here you have three options:

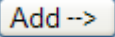
Select who can see and participate in the folder

1. Click **Select who can see and participate in the folder**.
2. In the "Select among" option, select **Participants** or **Groups**.
3. Check the name of the participants or groups you want to participate in the folder.
4. Click .
5. Click **Save**.

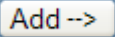
Tip: If you want to remove participants or groups from the folder, check their names in the right hand column and click .

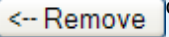
Select who may add new elements to a folder

The default is that all teachers and administrators may add elements to a folder. Using this feature you can allow other users to create new course elements.

1. Click **Select who may add new elements to this folder**.
2. In the "Select among" option, select **Participants** or **Groups**.
3. Check the name of the participants or groups you want to allow to add new elements in the folder.
4. Click .
5. Click **Save**.

Select who can see and participate in the folder

1. Click **Select who can see and participate in the folder**.
2. In the "Select among" option, select **Participants** or **Groups**.
3. Check the name of the participants or groups you want to participate in the folder.
4. Click .
5. Click **Save**.

Tip: If you want to remove participants or groups from the folder, check their names in the right hand column and click .

View folder permissions
















1. Click **View a detailed overview of current permissions**.

Selecting allowed element types

This function allows you to select which elements that should be allowed to add in the folder. You can for example exclude conferences from being added to the folder.

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Select which elements will be allowed in the folder 'Unit 3: Other Areas of Study'

<input type="checkbox"/>	Allowed elements
<input checked="" type="checkbox"/>	 Discussion
<input checked="" type="checkbox"/>	 Process-oriented document
<input checked="" type="checkbox"/>	 Picture
<input checked="" type="checkbox"/>	 Folder
<input checked="" type="checkbox"/>	 Conference
<input checked="" type="checkbox"/>	 Note
<input checked="" type="checkbox"/>	 Link
<input checked="" type="checkbox"/>	 File
<input checked="" type="checkbox"/>	 Survey
<input checked="" type="checkbox"/>	 Test
<input checked="" type="checkbox"/>	 Test 2.0
<input checked="" type="checkbox"/>	 Assignment
<input checked="" type="checkbox"/>	 Explaining sequence
<input checked="" type="checkbox"/>	 Lesson
<input checked="" type="checkbox"/>	 Extension

1. Enter a course or project.
2. Click the folder you want to reorganize.
3. Click **Select allowed elements** in the work area.
4. Uncheck the boxes in front of the learning elements you want to exclude.
5. Click **Save**.

Files

The files function allows you to add documents that you have made in other applications, such as pictures, text files and movies. In principle, you can add whatever file you want, but remember to make sure that your users have the necessary software installed on their computers. **Example:** You may have Adobe Photoshop installed on your computer and can view EPS-files, but it is doubtful that all participants can view EPS-files.

Files that are stored locally on your computer can be uploaded to itslearning. You can select whether to upload single or multiple files.


DirectEdit

Uploaded files can be edited directly with the built-in DirectEdit function by clicking on the **Edit file content** link anywhere a file can be uploaded or stored in itslearning.

Note: DirectEdit, is limited to Internet Explorer on Microsoft Windows operating systems. If you use another browser, you can manually download the template document, save it on your computer and upload it as a single file.


Uploading single files

When uploading single files, the file uploader is integrated into the add file page.


1. Enter a course or project.
2. Click  **Add** in the navigation tree.
3. Enter a **Title**.
4. Click **Add file**.
5. Make sure that **Upload single file** is selected.
6. Click the **Browse** button and browse for the file locally on your computer.
7. Enter a description of the file.
8. Set the activation status.
9. Click **Save**. The file now appears in the navigation tree.

Note: If you do not enter a **Title**, the filename is automatically shown as the title of the file.


Uploading multiple files

1. Enter a course or project.
2. Click in  [Add](#) the navigation tree.
3. Enter a title for the files. A folder is created for the files and the title you enter becomes the folder name.
4. Click the **Add file**.
5. Make sure that **Upload multiple file** is selected.
6. Click the **Add** button and browse for the files locally on your computer.
7. Enter a description of the files.
8. Set the **activation status** and click **Save**.
9. Click **OK** in the pop-up confirmation box. A folder with the uploaded files is now visible in the navigation tree.


Editing a file

1. Enter a course or project.
2. Click the file you want to edit.
3. Click  [Edit](#) in the work area.
4. Make your changes. The fields are described in "Adding a file" above.
5. Click **Save**.

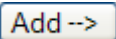
Deleting a file

1. Enter a course or project.
2. Click the file you want to delete.
3. Click  [Delete](#).
4. Confirm by clicking **Delete** again.

Managing file permissions

1. Enter a course or project.
2. Click the file to which you want to set permissions.
3. Click  [Permissions](#) in the work area. Here you have two options:

Select who can work together on a file

1. Click **Select who can work together on this file**.
2. In the "Select among" option, select **Participants** or **Groups**.
3. Check the name of the participants or groups you want to work together on the file.
4. Click .
5. Click **Save**.


View of current permissions

1. Click **View a detailed overview of current permissions**.

Notes

Notes consist of a title and rich text. You can use them for short and simple messages, or for more complex content. You can insert pictures, format text, insert links, web 2.0 content, tables, symbols, and so on.

Adding a note

1. Enter a course or project.
2. Click  [Add](#) in the navigation tree.
3. Click **Add note** in the work area.
4. Fill in the following fields:
 - **Title:** Enter a note title.
 - **Text:** Enter the note text.
 - **Active:** Set the activation status.
5. Click **Save**.

 **Lorem ipsum**

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean facilisis dignissim purus. Sed id pede. Ut ante mauris, tristique mattis, eleifend in, fringilla nec, tellus. Ut sit amet lacus. Integer sit amet ipsum. **Morbi auctor risus nec nibh.**


Morbi nec arcu:




- Nullam eget dolor vitae massa laoreet ullamcorper.
- Donec pede turpis, varius vel, sagittis et, convallis eget, nibh.
- Aenean ipsum sapien, malesuada in, posuere sit amet, luctus nec, sem. Pellentesque habitant morbi tristique senectus et netus et malesuada fames ac turpis egestas.

<http://www.itlearning.com>


Editing a note

1. Enter a course or project and click the note you want to edit.
2. Click  [Edit](#) in the work area.
3. Edit the note. The fields are described in "Adding a note" above.
4. Click **Save**.

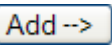
Deleting a note

1. Enter a course or project and click the note you want to delete.
2. Click  [Delete](#)
3. Confirm by clicking **Delete** again.

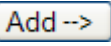
Managing note permissions

1. Enter a course or project and click the note for which you want to adjust permissions.
2. Click  [Permissions](#) in the work area. Here you have three options:

Select who can view a note

1. Click **Select who can view this note**.
2. In the "Select among" option, select **Participants** or **Groups** and check the name(s) of the participants or groups to which you want to grant permissions.
3. Click  and **Save**.

Select who can edit a note

1. Click **Select who can edit this note**.
2. In the "Select among" option, select **Participants** or **Groups** and check the name(s) of the participants or groups to which you want to grant permissions.
3. Click  and **Save**.

View current note permissions

1. Click **View a detailed overview of current permissions**.


Links

Here you can add links that is useful in the course. In this context a link is simply an URL that points to another web site. By using this function you can collect all your links, and you are also allowed to categorize them.

An English course may, for example, have links to online text collections and so on. The links can be sorted in categories for easier sorting and navigation. This is done by defining your own categories, in which you place your links. You can add external links and links from My web files in itslearning. Below is a screen shot of an external link that is opened in itslearning (<http://science.nationalgeographic.com>).

The screenshot shows the itslearning user interface. On the left is a navigation tree for 'Astronomy 101' with options like 'Follow-up and reports', 'Participants', 'Groups', 'Course settings', 'Trash can', 'Links', and 'Planner'. The main content area displays a link titled 'Solar System' published by 'Admin Admin' on Wednesday, December 2, 2009, visited 178 times. The link points to <http://science.nationalgeographic.com/science/space/solar-system>. The linked page is the National Geographic 'Solar System' page, featuring a large image of the Sun and text about the solar system. It includes a navigation menu with categories like HOME, PHOTOGRAPHY, ANIMALS, ENVIRONMENT, TRAVEL, ADVENTURE, NATGEO TV, KIDS, and VIDEO. Below the main content, there are links to 'Science and Space Home', 'Archaeology', 'Earth', 'Health and Human Body', 'Prehistoric World', and 'Space'.

Adding a link

1. Enter a course or project.
2. Click  **Add** in the navigation tree.
3. Click **Add link** in the work area.
4. Fill in the following fields:
 - **Title:** Enter a link title.
 - **URL:** Enter an URL (a link, such as <http://www.bbc.co.uk>. Click Preview to check if the link works. If the page fails to display, check if you have entered the URL correctly.
 - **Communication interface:** Select if the link should be an ordinary link, a SCORM API link or a AICC HACP link from the drop-down list.

The 'Add link' form is displayed with the following fields and options:

- Title:** BBC
- URL:** <http://www.bbc.co.uk> (with Preview and Web area icons)
- Communication interface:** Nothing (ordinary link) (dropdown menu)
- Learning objectives:** (empty text area with Add learning objectives and Remove learning objectives links)
- Active:** ☒ Yes ☐ No ☐ Set time span
- Open in:** Existing window (dropdown menu)
- Buttons:** Save, Cancel, Help


- **Active:** Set the activation status.
- **Open in:** Select how you want the link to open from the drop-down list.

5. Click **Save**.


Linking to 'My Files' area

You are also allowed to link to elements in your own web area (My web files or your course files). There is one major advantage of using files from your web area as links. If you use a file in more than one course, you only have to update it once and it automatically updates in all links. Copy the URL of any item in your web or course files (located in the **My files** area) and follow the preceding instructions for **Adding a link**. You may not link to your private files in the **My files** area. You can't successfully link to files in the **My private files** folder because you are the only one who has access to those items.


Editing a link

1. Enter a course or project.
2. Click the note you want to edit.
3. Click  [Edit](#) in the work area.
4. Edit the link. The fields are described in "Adding an external link" and "Adding an internal link" above.
5. Click **Save**.

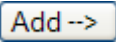
Deleting a link

1. Enter a course or project.
2. Click the link you want to delete.
3. Click  [Delete](#)
4. Confirm by clicking **Delete** again.

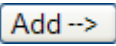
Managing link permissions

1. Enter a course or project.
2. Click the link you want to adjust permissions to.
3. Click  [Permissions](#) in the work area. Here you have three options:

Select who can view this link

1. Click **Select who can view this link**.
2. In the "Select among" option, select **Participants** or **Groups**.
3. Check the name of the participants or groups to which you want to grant permissions.
4. Click 
5. Click **Save**.

Select who can edit a link

1. Click **Select who can edit this link**.
2. In the "Select among" option, select **Participants** or **Groups**.
3. Check the name of the participants or groups to which you want to grant permissions.
4. Click 
5. Click **Save**.

View current link permissions


1. Click **View a detailed overview of current permissions**.

Assignments


Assignments are specified tasks given to participants. The teacher provides the participants with an assignment and the participants submit the assignment answers in itslearning. The teacher then corrects the assignment and assesses it. When you use the assignment tool, you accomplish the following:

- The participants are automatically notified when you add an assignment.
- The participants can submit assignments both individually and in groups.
- You are automatically informed about who submitted and when they submitted.
- The participants can submit individually or in groups.
- You can give feedback and grade the assignments through itslearning.
- The participants receive feedback automatically after the assignment is corrected.
- The assignments and grades are automatically saved in the folders of the participants, together with your comments.


Adding an assignment

1. Enter a course.
2. Click  [Add](#) in the navigation tree.
3. Click **Add assignment** in the work area.
4. Fill in the following fields:
 - **Title:** Enter an assignment title.
 - **Text:** Enter an introduction or assignment text. The assignment text can be written in this text field or be uploaded as a separate file. See **Files** below.
 - **Deadline:** Here you have three options in the drop-down list:
 - **No deadline:** Select this option if no deadline is to be used.
 - **Set date:** This option sets a deadline date only. The deadline expires at midnight on the specified date. Use the date picker to select a deadline date.
 - **Set date and time:** This option allows you to select both date and time (in hours and minutes). Use the date picker to select a deadline date. In addition, select hour and minute from the drop-down lists.
 - **Allowed to submit after deadline:** Check this box if you want to allow the participants to submit after the deadline. If you leave this box unchecked the participants are not allowed to submit after the deadline.
 - **Mandatory:** Select if the assignment should be mandatory or not.
 - **Active:** Set the activation status.
 - **Files:** Upload any files connected to the assignment, for example the assignment text or additional aids.
 - **Assessment:** Choose an assessment scale from the drop-down list.
 - **Use groups:** This option allows groups to submit the assignment answers.
 - **Do not use groups:** This is the default option. Groups are not used, and the participants submit the assignment answers individually.
 - **Individual groups:** The participants are allowed to create their own groups and submit the assignment. Learners that don't belong to any group are allowed to submit the assignment individually.
 - **Course groups:** If you select this option the groups you have created in a course can submit assignments.
5. Click **Save**.

Editing an assignment

1. Enter a course.
2. Click the assignment you want to edit.
3. Click  [Edit](#) in the work area.
4. Edit the assignment. The fields are described in "Adding an assignment" above.
5. Click **Save**.


Deleting an assignment

1. Enter a course.
2. Click the assignment you want to delete.
3. Click  [Delete](#)
4. Confirm by clicking **OK** in the pop-up box.

Submitting an assignment answer

1. Enter a course.
2. Click the assignment you want to submit.
3. Click **Submit answer** in the work area.

4. Fill in the following fields:

- **Title:** Enter the answer title.
- **Files:** Click **Upload file** to upload an assignment answer from you computer.
- **Text:** If you did not upload a file in the step above, you may enter the assignment answer here.
- **Group:** If the group hand-in function is enabled, either select the group to which you belong from the drop-down list, or select the other participants in the box on the right by clicking on them in the list and using the  button to transfer them to the box on the left.

5. Click **Submit answer**.

Assessing assignments

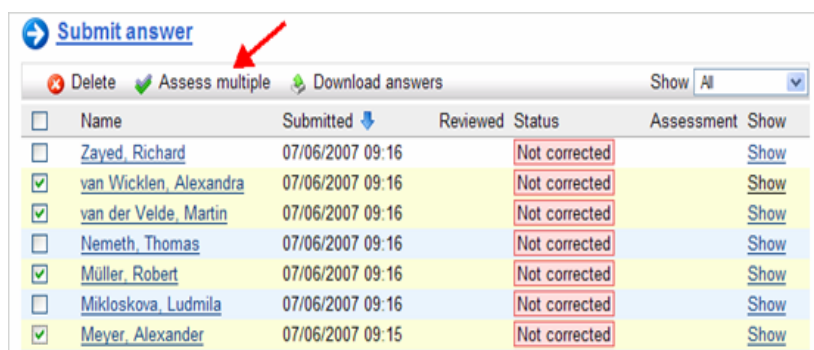
The itslearning's assignment tool allows the participants to submit answers individually or in groups. When assessing, the teachers can assess individual participants or several participants at the same time.

Assessing Individual submissions

1. Enter a course.
2. Click the assignment you want to assess.
3. Make sure the **Assessments are** status is set to **Not available** in the top left corner of the work area. This is to prevent the participants from seeing your comments and assessments while you are assessing.
4. Click **Show** behind a participant to start correcting an assignment.
5. This opens a page that has the following fields:
 - **Submitted by:** The name of the participant who has submitted the assignment.
 - **Participants:** If there are other participants who participate in this assignment answer, they are listed here.
 - **Files:** If the participant has uploaded files in the assignment, they can be downloaded here. If you want to comment directly to the file, you can use the DirectEdit **Create comment** function.
 - **Title:** This is the title the participant has created for the assignment.
 - **Text:** If the participant wrote in the text field, the text is shown here.
 - **Status:** The status you set on the assignment, for example **Submitted**, **Not approved** or **Approved**. Choose a status from the drop-down list.
 - **Comment:** Here you are allowed to write comments to the participant.
 - **Comment files:** If you commented directly in the assignment using DirectEdit, the comment files are listed here.
6. Click **Save**.

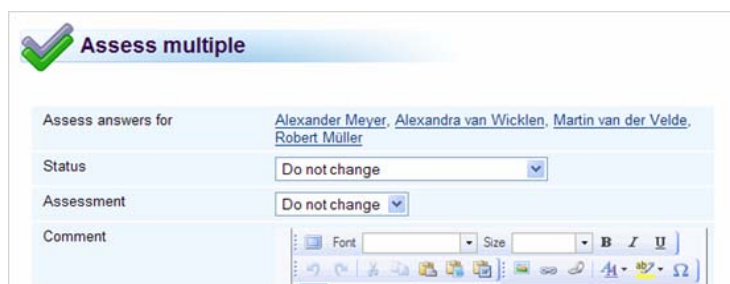
Multiple assessment

The **Assess multiple** function is time-saving for the teacher. In the assessment process, most teachers take notes along the way and are left with a general impression on what grade the individual participant should receive. It is time-saving for the teacher to assess all the participants to receive a C at the same time, instead of having to go through all the individual assignments to set a grade. This particularly applies to large courses.



Submit answer					
		Delete	Assess multiple	Download answers	Show All
<input type="checkbox"/>	Name	Submitted	Reviewed	Status	Assessment Show
<input type="checkbox"/>	Zayed, Richard	07/06/2007 09:16		Not corrected	Show
<input checked="" type="checkbox"/>	van Wicklen, Alexandra	07/06/2007 09:16		Not corrected	Show
<input checked="" type="checkbox"/>	van der Velde, Martin	07/06/2007 09:16		Not corrected	Show
<input type="checkbox"/>	Nemeth, Thomas	07/06/2007 09:16		Not corrected	Show
<input checked="" type="checkbox"/>	Müller, Robert	07/06/2007 09:16		Not corrected	Show
<input type="checkbox"/>	Mikloskova, Ludmila	07/06/2007 09:16		Not corrected	Show
<input checked="" type="checkbox"/>	Meyer, Alexander	07/06/2007 09:15		Not corrected	Show

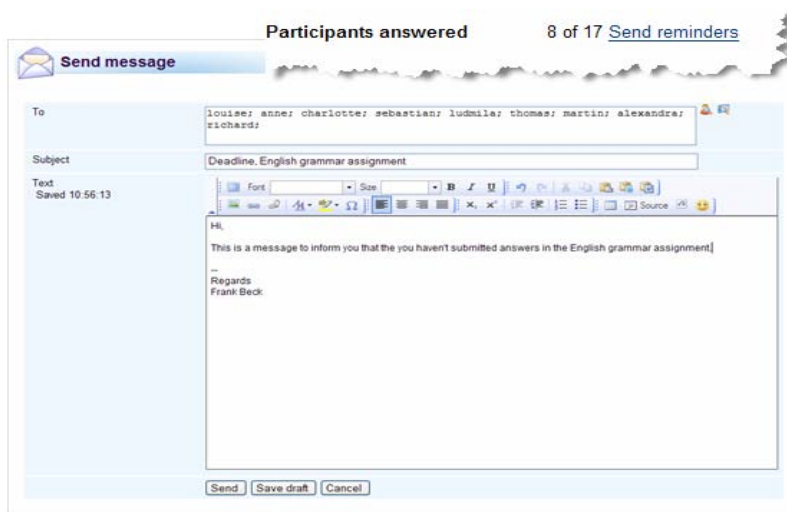
When you want to assess multiple participants, check the boxes in front of the participants you want to assess in the same batch and click the **Assess multiple** link in the assignment overview:



On the next page you see the participants for whom you assess answers, and you can change the status, set an assessment and enter a comment. Note that all the participants in the **Assess answers for** list receive the same status, assessment and comment.

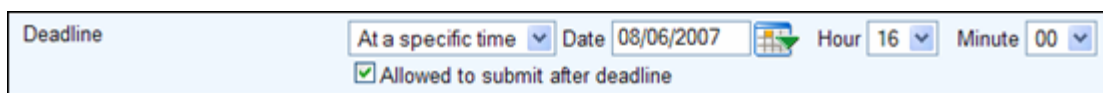
Send reminders

Teachers are now allowed to send reminders to participants that have not yet submitted an assignment. This can be done manually from the assignment overview by clicking the **Send reminders** link. The reminder message is sent through the internal message system. The addresses of the participants that have not replied is automatically added in the To field and the teacher can write a message to the participants in the text field.



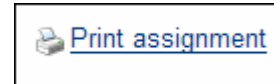
Submit after deadline

When teachers add an assignment, they can decide whether to allow the participants to submit after the deadline.




Print assignment

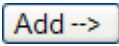
There is a **Print assignment** link in the top right corner of the assignment overview. Click the link to print the assignment:



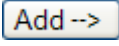
Managing assignment permissions

1. Enter a course.
2. Click the assignment for which you want to adjust permissions.
3. Click  [Permissions](#) in the work area. Here you have three options:

Select who can take this assignment

1. Click **Select who can take this assignment**.
2. In the "Select among" option, select **Participants** or **Groups**.
3. Check the name of the participants or groups to which you want to grant permissions.
4. Click .
5. Click **Save**.

Select who can correct the assignment answers

1. Click **Select who can correct the assignment answers**.
2. In the "Select among" option, select **Participants** or **Groups**.
3. Check the name of the participants or groups to which you want to grant permissions.
4. Click .
5. Click **Save**.

View a detailed overview of current permissions

1. Click **View a detailed overview of current permissions**.

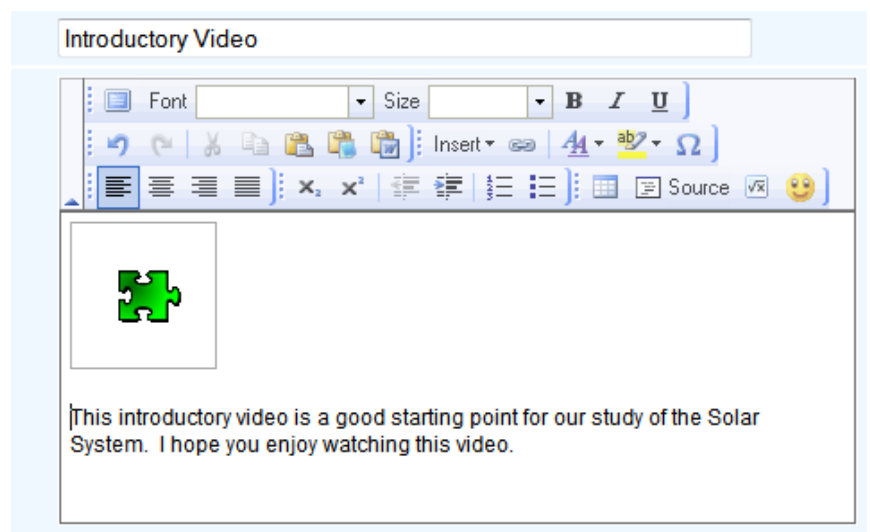


Using multimedia, web 2.0 and reusable learning objects

Many course elements allow you to integrate multimedia, web 2.0 and reusable learning objects into your courses. The controls for including multimedia are located within the rich text box editor found throughout itslearning.

This section explains some of the ways you can insert multimedia content.

Note: If you are familiar with HTML you can code directly in the rich text editor (or paste it in) by clicking the **Source** mode button.



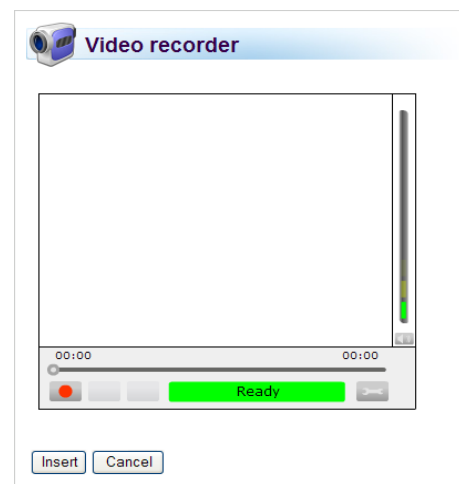
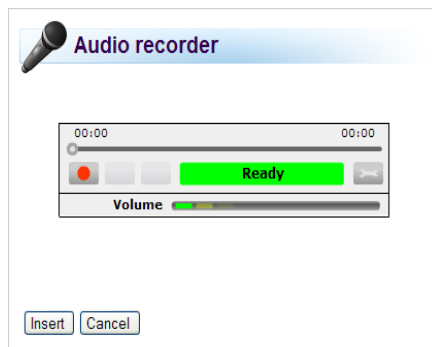
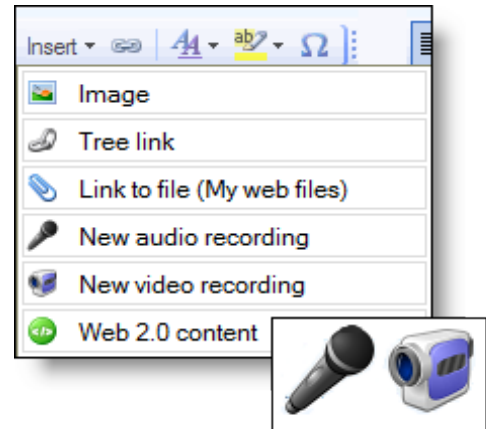
Sound and video recorders

The sound and video recorders allow you to record video and audio insert it into the editor with a few single clicks of the mouse. In order to use the video recorder, you must have a web camera connected to your computer. You must also have Adobe Flash Player installed to record sound and video.

In order to use the video or audio recorder you must go to a place in itslearning that uses the rich text box editor. This can be, for example, an assignment, test or a discussion. The video and sound recorders have separate icons, and you find them under the **Insert** link. The sound recorder icon looks like a microphone, while the video recorder icon looks like a movie camera.

Recording

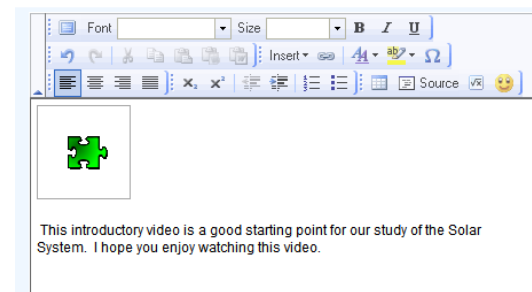
1. Add or edit a course element (such as a note).
2. In the menus items area of the rich text box editor click **Insert**
3. Among the items available choose either **New audio recording** or **New video recording** (which includes audio).
4. If you get a warning you must click **Allow** in order for your computer to record video in itslearning. When you have clicked **Allow**, whichever recorder you have chosen will appear.



5. In order to record, click the red recording button
6. To stop the recording, click the stop button
7. Click the play button to review your recording
8. When you are finished click the **Insert** button. You will then see a white square with puzzle piece logo inside it.



You have now inserted the recording into the element with which you are working. You can continue editing the content and then save the element when you are finished.



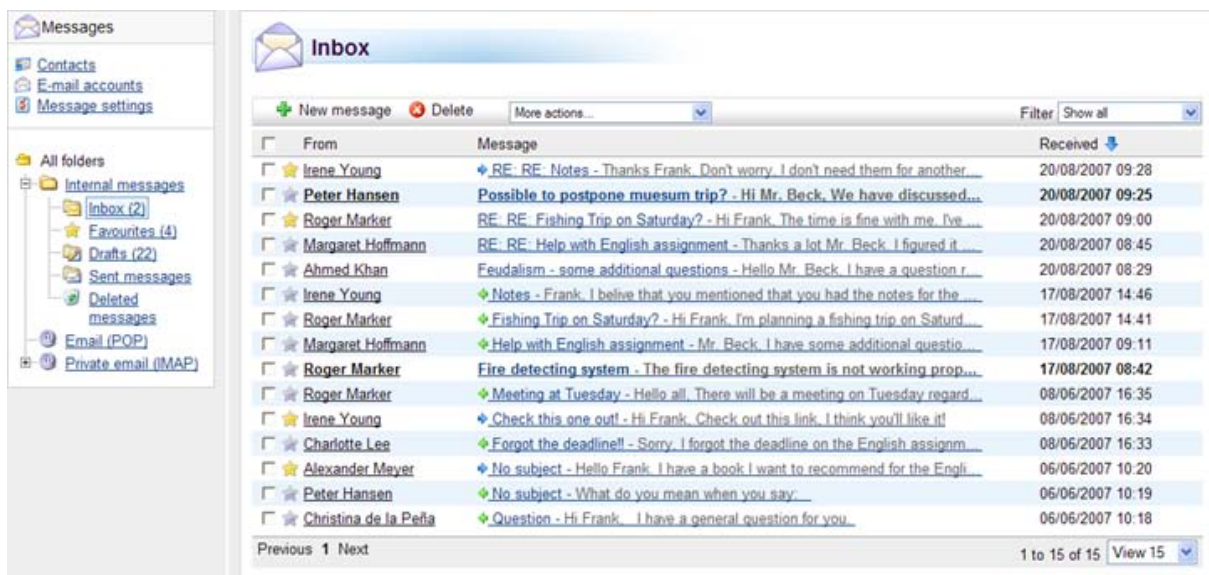
Internal messages

When clicking the **Messages** tab, you are directed to your messages account. As a standard, the default account is for internal messages. Users can decide for themselves whether to set an external e-mail account or just use itslearning's internal message system as standard.



The internal message system differs from an e-mail account in several ways

- You cannot send or receive messages from other message systems or from e-mail. This means that you can only send and receive messages from other itslearning users.
- The internal message system can be used to send messages to groups, or a group of course or project participants, or simply to send messages to teachers or friends without having to leave itslearning.
- One of the advantages is that users receive new messages once they log in to itslearning. If you are logged in to itslearning, you are notified when new internal messages arrive by an icon in the top menu, or by a received message notification sound (you must upload a sound yourself).
- You can choose to forward the internal messages to an external e-mail account. This is recommended so that you do not miss important internal messages.
- While e-mail accounts use e-mail addresses such as "user@example.com", the itslearning message system uses itslearning user names as addresses. If you do not know the user name of a recipient, it is easy to search for a user within a site.



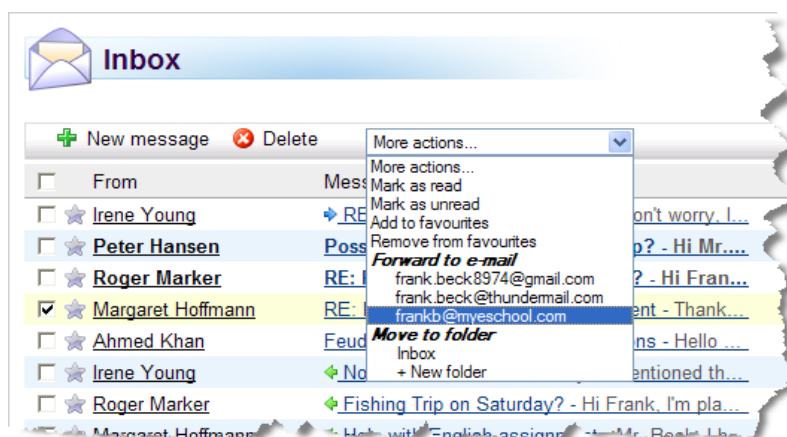
Attachments

You can use attachments in both internal messages and e-mail messages. If an incoming internal or e-mail message has an attachment, the message is marked with a paper clip.

Actions

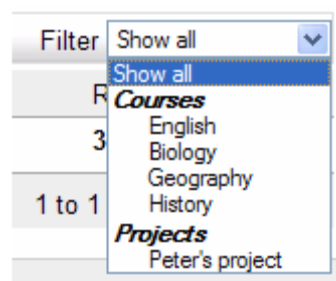
The Action drop-down list is central in the internal message system. Except for **New message**, **Delete** and add and remove from favorites, every action is performed from this drop-down list. These actions are:

- Mark as read
- Mark as unread
- Add to favorites (another option is to click the ☆)
- Remove from favorites (another option is to click the ☆)
- Forward to e-mail
- Move to folder
- Create new folder



Message filters

The new message filter allows you to sort the messages from participants belonging to certain courses and projects. When you select, for example, English in the Filter drop-down list, only messages sent from participants belonging to this course are listed in the messages overview.



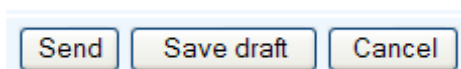
Messages folders

There are five default folders in the internal messages. They are explained in the table below:

Folder	Explanation
Inbox	All your new messages are stored in this folder. Unread messages are marked with bold.
Favorites	All your favorite messages are collected in this folder. You add messages to the favorite folder by clicking the yellow star: ☆ in front of the sender. Click the star again to remove the message from the favorite folder. The star then changes color to grey.
Drafts	When you start writing a message, itslearning automatically saves a copy of the message in this folder. If you are unexpectedly logged out or navigate away from the editor while writing a message, you will always find a draft of the message in the Drafts folder. Click the message to resume writing from where you left off.
Sent	All the messages you send are stored in this folder.
Trash	All the messages you delete are stored in this folder.



Drafts folder

The drafts folder is new in version 3.2. All messages that are written are auto saved. If you are disconnected from the Internet, or are logged out from itslearning in other ways, you can always find a copy of your message in the Drafts folder. When you have started writing a message, you can also choose to save it as a draft by clicking the **Save draft** button:

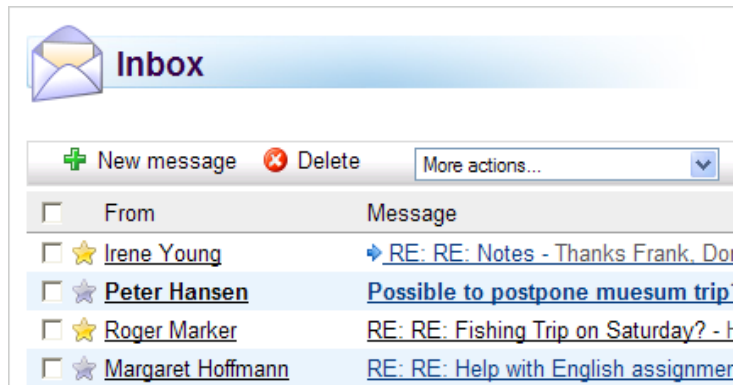


The drafts folder is available from the navigation tree.

Favorites

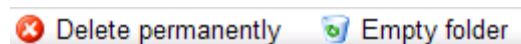
You can now add your favorite messages to a favorites folder. Adding messages to favorites is accomplished in the usual itslearning way by clicking the  and . A grey star in front of the message means that the message is not added to the favorites, while a yellow star indicates that the message is currently a favorite.

You can find all your favorite messages in the **Favorites** folder in the navigation tree.



Deleted messages

In the **Deleted messages** folder you have ability to empty the deleted messages folder. Click **Empty folder** to delete all messages from the folder. There is also a new link in the toolbar that allows you to select specific messages and delete them permanently. Unlike other items in itslearning, you can permanently delete messages at any time as there is no quarantine period.



Adding new folders

When your inbox fills up with messages you can sort them in folders. To add a folder:

1. Click the **Messages** tab.
2. In the navigation tree, click **Internal messages**.
3. Select **+ New folder** from the **Actions** drop-down list.
4. Enter a folder name.
5. Click **Save**. The new folder is now visible in the navigation tree.

The next step is to move the messages to the newly created folder:

1. Click the **Messages** tab.
2. In the navigation tree, click **Internal messages**.
3. Select the messages you want to move by checking the boxes behind them.
4. In the **Actions** drop-down list, select a folder under **Move to**. The messages are then automatically moved to the folder.

Reading internal messages

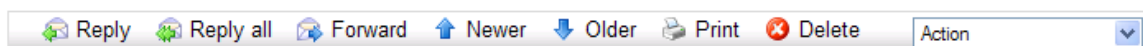
If you have internal messages set as your default account, you are directed straight to the internal messages inbox when you click the **Messages** tab. The internal messages overview has several headings:

- **From:** In this column you can see the senders names.
- **Subject:** This is the subject or title the sender has specified.
- **Received:** The date and hour you received the message.

To read a message, click on the message **Subject**.





Replying to a message

When you click on a message you have several reply options:



Options	Explanation
Reply	Click Reply if you want to reply to person who sent you the message.
Reply to all	Click Reply to all If the message has more than one recipient and you want to send a reply to all of them. Example: A teacher has sent out a message with information to all participants in a course. You notice an error and want to notify the course participants about the error.
Forward	Click Forward if you want to send a copy of the message to others.
Newer	Click Newer to see a newer message.
Older	Click Older to see an older message.
Print	Click Print to print the message.
Delete	Click Delete to delete the message. The message is moved to the Deleted messages folder.
Action	From this drop-down list you are allowed to perform several actions, such as mark the message as read or unread, mark it as a favourite, forward to e-mail, or move to a different folder.





To reply to a message:

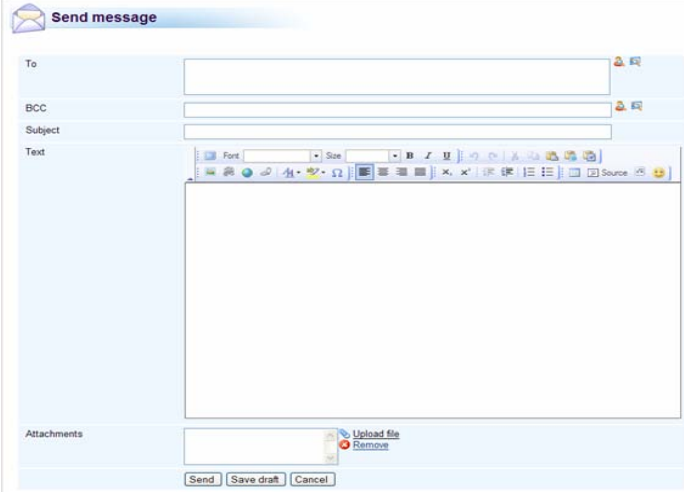
1. Click on the internal message you want to reply to.
2. Click **Reply**, **Reply to all** or **Forward**
3. Fill in the following fields:
 - **To:** The recipient's itslearning user name. You can also click the  and  icons.
 - **Blind CC:** Here you can enter a user name of one or more persons that will receive a copy of the message.
You can also click the  and  icons.
 - **Subject:** Enter a title, or subject, of the message.
 - **Text:** Write your reply here. The original message is quoted in the text editor. It is common practise to write replies above the quoted message, but some prefer to write the reply below the quoted message.
 - **Attachment:** itslearning allows you to attach files to messages. Click **Upload file** to attach a file.
4. Click **Send**.

Tip 1: If you want to send a message to more than one person you can separate the user names with a semicolon (;) in the **To** field.

Tip 2: Click **Save as draft** to save the message as a draft. The message is then moved to the **Drafts** folder.

Creating a new message

1. Click the **Messages** tab.
2. In the navigation tree, click **Internal messages**.
3. Click **New message**.
4. Fill in the following fields:
 - **To:** The recipient's itslearning user name. You can also search for users  and contacts .
 - **BCC:** Here you can enter a user name of one or more persons that will receive a copy of the message. You can also search for users  and contacts .
 - **Subject:** Enter a title, or subject, of the message.
 - **Text:** Write your message here.
 - **Attachments:** itslearning allows you to attach files to messages. Click **Upload file** to attach a file.
5. Click **Send**.

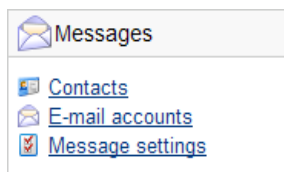


Tip 1: If you want to send a message to more than one person you can separate the user names with a semicolon (;) in the **To** field.

Tip 2: Click **Save as draft** to save the message as a draft. The message is then moved to the **Drafts** folder.

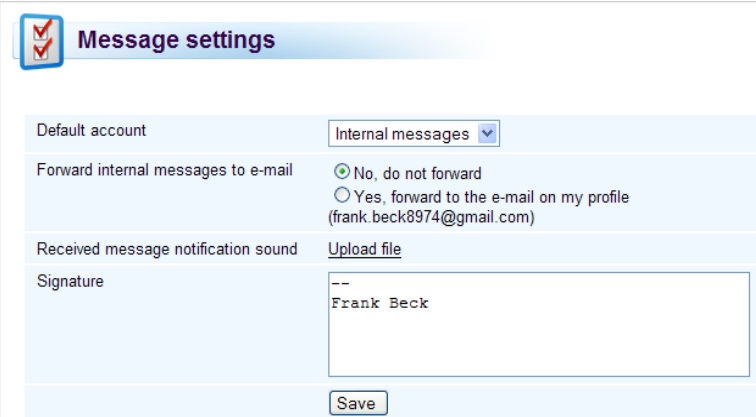
Message settings

In the message settings, you can set the default account, choose if you want to forward the internal messages to e-mail, upload a received message notification sound and add a signature that is attached to all outgoing messages. The default account is the account which counts new and unread messages in the top menu next to the envelope icon, and opens when you click the **Messages** tab.



A link to the message settings is located in the navigation tree to the left when you click the **Messages** tab.

When you click the **Message settings** link, you see this page



The default account is the account which:

- Counts "new/unread messages" in the top menu
- Opens when "Messages" in the top menu is accessed

The different message settings are described in the table below:

Default account	Choose the account you want to use as a default account. You automatically access the default account when you click the Messages tab. The default account also counts the new/unread messages in the top menu at all times. The options in the drop-down list are either internal messages, or one of your e-mail accounts.
Forward internal messages to e-mail	Internal messages can be forwarded, or sent, to the e-mail address you have entered in My settings (Change details). If you check this e-mail more often than you log in to itslearning it may be an easier way to keep yourself updated. If you choose to forward messages to e-mail you still get a copy of the message in the Internal messages folder in the navigation tree.
Received message notification sound	The received message notification sound plays a sound every time you receive a message in the default account. The accepted file formats are *.mp3, *.wma, *.midi, and *.wav. Click here for more information about file uploading.
Signature	<p>The signature is automatically attached to your messages when you click New message in either internal messages or your e-mail accounts. It is recommended to use two hyphens as a signature separator, followed by your signature.</p> <div> <div>Signature</div> <div>-- Regards, Frank Beck</div> </div>

Contacts

When you click the **Messages** tab there is a **Contacts** link in the tree menu to the right:

This setting allows you to manage your contacts. You can:

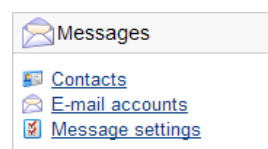
- Create new contacts
- Add contacts to your address book
- Delete contacts

In order to send internal messages, the recipient must be an itslearning user at your site. Users that are already itslearning users at your site can be added to your contact list by using the option **Add contacts to your address book**. By using this option, you can search for itslearning users on your site and add them.

You are allowed to add contacts without an itslearning account but you cannot send internal messages to contacts that you add manually.

Creating new contacts

1. Click the **Messages** tab.
2. In the navigation tree, click **Contacts**.
3. Click **Create new contact**.
4. Enter information in the following fields:
Note: There are two mandatory fields, **First name** and **Last name**. Make sure that e-mail addresses you enter are on the correct format.
5. Click **Save**. The contact now appears in the list of contacts.



New contact

First name

Last name

E-mail address

Homepage [Preview](#)

Nickname

Phone


Cellular phone

Note

* Mandatory

Adding contacts to address book

1. Click the **Messages** tab.
2. In the navigation tree, click **Contacts**.
3. Click **Add contacts to address book**.
4. Now you can either search by first name or last name, search in a specific course, or in a hierarchy. You can limit the search by unchecking the different roles. Enter search information and click **Search**.
5. When you find the contact(s) you want to add, check the box in front of the name(s) and click **Add**.

 **Search for users to add to your contact list**

Last name	<input type="text"/>
First name	<input type="text"/>
Course	<input type="text" value="All courses"/> Find course
Hierarchy	<input type="text" value="All hierarchies"/> Find hierarchy
Role	<input checked="" type="checkbox"/> System Administrator <input checked="" type="checkbox"/> Administrator <input checked="" type="checkbox"/> Employee <input checked="" type="checkbox"/> Student <input checked="" type="checkbox"/> Guest
<input type="button" value="Search"/> <input type="button" value="Cancel"/> <input type="button" value="Help"/>	

Deleting contacts

1. Click the **Messages** tab.
2. In the navigation tree, click **Contacts**.
3. Check the box(es) in front of the contact(s) you want to delete.
4. Click **Delete**.

